



CEER 2012 Work Programme

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1. INTRODUCTION

1.1. Background

This document provides a comprehensive overview of the activities of the European Energy Regulators for the year ahead. In addition to the deliverables of the Council of European Energy Regulators (CEER) outlined below, this document also provides a short overview of the activities which the Agency for the Cooperation of Energy Regulators (ACER) will undertake during 2012. In providing a comprehensive picture of the topics that energy regulators (be it as CEER or as ACER) will be examining during 2012, we hope to facilitate stakeholders' planning and input into the regulators' work.

EU energy policy context

The process for the development of the 2012 work programme takes account of a number of external and internal parameters that have emerged since last year's exercise, including:

- The adoption (on 10 November 2010) of a European Commission Communication "Strategy for competitive, sustainable and secure energy" – Energy 2020¹.
- The Heads of EU Member States set, in the conclusions of the European Council meeting (on 4 February 2011), an ambitious target of 2014 for the completion of the Internal Energy Market. ACER, national regulators and transmission system operators were asked to step up the work on market coupling and put in place the necessary framework guidelines and network codes that will be applicable across Europe.
- Establishment of the Agency for the Cooperation of Energy Regulators (ACER): ACER assumed its full powers and responsibilities, including the establishment of its own work programme on 3 March 2011.
- The dissolution by the European Commission (on 1 July 2011) of the predecessor to ACER, the European Regulators Group for Electricity and Gas (EREG). Under the 3rd Package, ACER assumes responsibility for certain activities which had previously been the responsibility of EREG, such as the [EREG] Regional Initiatives.
- The evolving relationship between CEER and the new Agency and the mutual benefit of close cooperation so as to harness the advantages of a network of experts from the national regulatory authorities (NRAs) whose cooperation at European level has been cultivated by CEER over the past 10 years.
- The adoption by the European Commission (on 19 October 2011) of its legislative proposals on energy infrastructure which include cost allocation principles, measures to accelerate and facilitate permitting of infrastructure projects and a framework of financial mechanisms to support investments. This follows on from its Communication (17

¹ The "Energy 2020" Communication defines the energy priorities until 2020 and the actions to be taken in order to tackle the challenges of saving energy, achieving a competitive market and secure supplies, boosting technological leadership, and good international relations.

November 2010) on the “Energy infrastructure priorities for 2020 and beyond”².

- The European Commission’s efforts to make the European energy wholesale markets less vulnerable to market abuse through the Regulation for Market Integrity and Transparency (REMIT) which will widen ACER’s current responsibilities to cover market integrity issues and which entered into force on 28 December 2011.
- The European Commission’s adoption of its legislative proposal on energy efficiency (on 22 June 2011). This follows its Energy Efficiency Plan 2011 (March 2011) and plans to get Europe back on track to meeting its goals of 20% energy savings by the year 2020.
- The European Commission’s Energy 2050 Roadmap (of 15 December 2011), which is to lay the foundations for a fully sustainable energy system by 2050.
- The strengthening of the external dimension of the European energy policy, which is presented as a further priority of the Poland-Denmark-Cyprus Trio Presidency of the Council of the European Union.

1.2. CEER, ACER and the Regional Initiatives

1.2.1. CEER

Since 2000, Europe’s national energy regulators have been (voluntarily) cooperating through the Council of European Energy Regulators (CEER) in an effort to improve market functioning across Europe and ensure a fair and predictable regulatory framework for market participants, ultimately to the benefit of all consumers. CEER is legally established as a not-for-profit association under Belgian law.

1.2.2. ACER

The 3rd Package (adopted in September 2009) put in place a robust legal and institutional framework for the achievement of the Internal Energy Market, including the establishment of a formal European agency for regulators, called the Agency for the Cooperation of Energy Regulators (ACER). ACER, which has its seat in Ljubljana, assumed its full responsibilities and powers in March 2011. The precursor to ACER was the European Regulators Group for Electricity and Gas (EREG), which was set up by a European Commission Decision in November 2003 and which (following the successful set up of ACER) was dissolved on 1 July 2011.

ACER’s mission is to assist National Regulatory Authorities (NRAs) in exercising, at EU level, the regulatory tasks that they perform in the Member States and, where necessary, to coordinate their action. ACER promotes the cooperation of energy regulators through, and in particular, the Board of Regulators (one of the governing bodies of ACER), the Agency’s working groups and specific initiatives (such as the support to regional cooperation). The cooperation with NRAs is, indeed, the mainstay of the Agency’s role and activities.

² The “Energy Infrastructure” Communication defines the priorities for 2020 and beyond.

1.2.3. Cooperation between CEER and ACER

Following the dissolution of ERGEG, NRAs will continue to cooperate through ACER and CEER. ACER's responsibilities include parts of the work (e.g. compliance monitoring and the Regional Initiatives) which were previously undertaken by ERGEG. Other parts of ERGEG's work (e.g. consumer issues) are now taken forward by CEER.

CEER continues (in Brussels) as a platform for NRAs to work together on common interests that are of pan-European or even wider significance, including for example important work on international strategy issues, interactions between energy and financial markets, technology change, sustainability and customer issues. CEER's work in no way duplicates that of ACER. On the contrary, CEER provides significant support to ACER and close links are set up between ACER and CEER in order to ensure consistency in their complementary respective areas of activity. By way of example, the regulators who chair ACER's working groups are the same persons who also chair CEER's electricity and gas working groups. ACER's liaison office in Brussels is hosted at CEER's premises. Such a close partnership between ACER, CEER and the NRAs will enable ACER to harness the benefit of a network of NRA experts whose cooperation at European level has been cultivated for more than a decade by CEER, and later by ERGEG.

1.2.4. ACER's priorities in 2012

ACER's 2012 priorities will be closely linked to the key objective of completing the Internal Energy Market (IEM) by 2014, the target set by the European Council in February 2011. Its priorities will include:

- Developing framework guidelines for network codes in the areas defined by the European Commission, as they are in the critical path for the completion of the IEM;
- Verifying the compliance of network codes developed by the European Network of Transmission System Operators for Electricity (ENTSO-E) and for gas (ENTSOG) with the corresponding framework guidelines;
- Providing opinions and recommendations on the EU-wide Ten-Year Network Development Plans and the national development plans, as greater cross-border capacity is key for a true IEM;
- Monitoring the development of the IEM, including on Regional Initiatives (see below).

1.2.5. ACER and the Regional Initiatives

Since their establishment by ERGEG in 2006, the Regional Initiatives have provided a practical platform for implementation "on the ground" of market integration objectives. Through this voluntary mechanism of aligning national practices and facilitating joint planning and cross-border trading, the seven electricity and three gas regions have undertaken open and constructive dialogue between all stakeholders and sought to make great strides in market convergence across the EU. Under the 3rd Package, responsibility for the coordination of the (ERGEG) Regional Initiatives has transferred to ACER. The European Commission sees the Regional Initiatives as having a central role in the achievement of the IEM by 2014, in particular as an avenue for practical implementation and monitoring on the delivery of the 2014 IEM target.

In April 2011, the European Commission invited NRAs to come up with regional work plans for the period 2011-2014, with the aim of achieving the objective of the completion of the IEM by

2014. ACER has supported this process and assists NRAs and other stakeholders in the implementation of these work plans.

2. OUTCOME OF THE PUBLIC CONSULTATION

For the third year in a row, CEER submitted its work programme to a full public consultation. A total of 15 stakeholders submitted responses. Overall, energy regulators received strong support for their proposed 2012 objectives. Broad consensus on the importance and choice of the selected focus areas was expressed throughout stakeholder responses. Furthermore, an overwhelming majority of respondents deemed CEER's deliverables either very important or important. Given the overall positive feedback, CEER considers that its efforts to set up a meaningful work plan for 2012 are endorsed by stakeholders. Energy regulators also thoroughly evaluated legitimate concerns voiced by some stakeholders and will add a number of suggestions made to its work programme particularly with respect to customer issues.

Given that stakeholders' arguments on the key role of customers are very much in line with the conclusions of the last London (Citizens' Energy) Forum and that the customer issue has gained increased importance in European policy making, CEER has adapted its work programme by adding a new dimension reflecting the consequences of regulatory work for customers. CEER, as an organisation mainly working to achieve greater benefits for consumers, fully supports current EU policy dedicated to moving customers more to the centre stage.

For more detailed results of the public consultation, please consult the corresponding evaluation of responses (Ref. C11-WPDC-23-07).

Whilst CEER's work programme anticipates future developments as much as possible, unforeseen events/demands may arise in the course of the year. Such developments can impact the work plan and create the need for certain adaptations both in terms of topics and timelines. By necessity, therefore, there must be a certain degree of flexibility in terms of planning. However, to ensure the best possible information for stakeholders at all times, public consultations, workshops and other opportunities for stakeholder interaction with CEER are continuously announced by way of a rolling calendar in the European energy regulators' monthly newsletter and on the website (www.energy-regulators.eu) itself. The European energy regulators encourage interested parties to subscribe on the homepage to this free monthly newsletter and to follow CEER's activities via its Twitter account (<http://twitter.com/CEERenergy>).

3. KEY AREAS OF WORK IN 2012

CEER's 2012 work programme focuses on the five strategic key areas listed below. This section provides a summary of the work that will be developed under each. In particular, we are committed to championing customer interests and to embedding them ever more in our work. CEER's customer approach is described in greater detail below. A list of the individual deliverables is provided in Sections 4 and 5.

- Development by CEER of a customer vision of energy markets
- Market development consistent with the objectives of an Internal Energy Market by 2014
- Further development of the regulatory framework
- Monitoring markets and implementation
- International cooperation and dialogue

3.1. Development by CEER of a customer vision of energy markets

3.1.1. The Regulators' duty is to protect and empower customers

The 3rd Package (Directives 2009/72/EC and 2009/73/EC) calls for an increased role for consumers in the energy markets and makes NRAs responsible for protecting and empowering customers and promoting competitive markets in their interest. A key issue for us, at European and national level, is how best to empower and protect consumers (including vulnerable customers) in a developing market. In 2012, we will review implementation of the customer and retail markets provisions from the 3rd Package.

3.1.2. Retail market development is progressing

For several years, the European Energy Regulators have contributed significantly to improve the standing of customers in electricity and gas markets. Normally, our annual work programme contains 4-5 dedicated customer issues, identified as priorities by consumer organisations, the European Commission, Ministries and other participants of the annual London (Citizens' Energy) Forum. Following requests at the 2011 London Forum, we will undertake several strands of work which promote efficient retail markets. We will continue to work on retail market design, stressing in particular supplier switching, billing and accessibility as key, as the best reference for ensuring the rights of the consumers. We will agree on recommendations for price comparison tools that help customers shop around for the best deals, and we will address demand response (provided by smart metering and the importance of metering data management). These efforts should help competitive retail markets develop and encourage active customers (literally through a demand response) who will benefit from energy market liberalisation.

3.1.3. In 2012 CEER is putting customers at the center of EU energy policy

In addition to our work on discrete customer-specific issues, we are trying to embed customer issues in our other areas of work.

More concretely, our intention is to dedicate 2012 to a broad examination of consumer issues. We will look at energy consumer policy globally and assess how the work we do fits into it and where it can be developed further to ensure the IEM delivers for customers. This is particularly timely as all our efforts to achieve the internal market and to deliver competitive markets are stepped up, including through the implementation of consumer provisions in the 3rd Package.

In 2011, CEER demonstrated this customer-centric approach in its analysis of smart grids and smart metering, by asking what use/benefits a customer should be able to expect from smart metering/smart grids. Furthermore, in 2012, we will outline the relevance for regulators to consider the needs of customers in other market issues such as wholesale energy market rules and design and the ongoing efforts to achieve an internal market by 2014.

At the broader level of stakeholders, a customer-focus similarly needs to be applied to the technical work being undertaken on behalf of customers, be it in relation to network codes, energy efficiency, energy infrastructure regulation or wholesale markets. Such a perspective is key to ensuring that customer needs are balanced efficiently against other objectives.

In 2012, we will begin a process to build a 2020 customer vision of Europe's energy markets in dialogue with stakeholder.

3.1.4. Listening to and engaging with customers

Listening

We consider the London Forum to be of central importance to hear the views of Europe's customers and to directly help to drive EU policies that benefit consumers. This is why the outcomes of the 2011 London Forum (including requests for future work) are reflected in our work programme. When it comes to the actual deliverables, we encourage even greater involvement from customer organisations in our ongoing work. A key challenge is to help customers to participate more fully in EU energy policy debates at the right time and at the right level. For many years we have consulted customers, as we do all stakeholder organisations, and we remain fully committed to placing customers at the very centre of energy policy and to improving our outreach and communication with them, in order to understand their needs.

Engaging with customers

As regulators, we shall do everything possible to enhance our dialogue with customer bodies (such as BEUC at EU-level) to improve our understanding of consumer perspectives. We appreciate that many consumers see the energy market as complex and hard to navigate. In our public consultations, greater effort shall be made to target consumer organisations and to better explain complex technical issues in such a way that the relevance for customers is obvious.

3.2. Market development consistent with the objectives of an Internal Energy Market by 2014

EU leaders have set as a priority the completion of a pan-European Internal Energy Market (IEM) by the ambitious target of 2014. ACER's 2012 priorities are defined by this overriding objective. Being ready for the 2014 deadline for completion of the IEM is also a core part of the overall strategy focus for CEER. ACER's 2012 Work Programme will include a suite of deliverables principally relating to the rules (framework guidelines and network codes) that need to be put in place to facilitate the achievement of this target. Regulators will contribute intensively to this work.

Rules and targets are necessary but will not be sufficient to ensure a single EU IEM by 2014. CEER will therefore also focus on customer empowerment and retail markets and on rethinking the electricity grid, notably through the roll-out of smart metering. In the past, CEER has prepared several documents on the issue of smart grids and will follow-up on that work also in 2012 and continue its cooperation with European stakeholders.

Completing the IEM implies more renewables and more storage, the efficient location of which usually does not coincide with demand (load) so that more energy transit is needed, often over several Member States. Whilst ACER advances the rules (framework guidelines and network codes) for 2014, the other main challenges are integrating renewables, and ensuring that the necessary investments in each country can be taken forward fairly and transparently by all interested market players not only for security of supply reasons but also to meet the 2020 climate change mitigation goals.

3.3. Further development of the regulatory framework

CEER will continue its work on the development of the regulatory framework, including through its work on the interdependencies between energy and financial markets. There will be follow up work on Regulation (EU) 1227/2011 on Wholesale Energy Market Integrity and Transparency (REMIT) so as to support implementing ACER's and NRAs' new roles in fostering energy market integrity. CEER will continue to work towards combating VAT fraud in energy markets.

Following extensive open consultation and engagement of stakeholders in 2011, CEER took the lead in developing the Gas Target Model. The challenge in 2012 will be to move from theory to actual implementation by elaborating specific related deliverables. One such effort in 2012 will be to improve cross-border investment decisions in gas infrastructure through a revision of the Guidelines of Good Practice on Open Seasons (GGPOS) on the basis of GGPOS monitoring, results from the Gas Target Model public consultation and the Commission's legislative proposals on Energy Infrastructure.

The Commission's legislative proposals for a Regulation on guidelines for trans-European energy infrastructure and for a Regulation establishing the Connecting Europe Facility will set the framework for CEER's 2012 work on future infrastructure development and for NRAs to regulate so as to improve certainty for investors and encourage infrastructure investment whilst protecting the overall public interest. This will build upon the work which CEER has undertaken for the Commission during 2011 on financing mechanisms and cost allocation principles for future infrastructure projects.

Regulators will also step up efforts on sustainability issues. CEER will follow up specific elements of the Commission's proposals for an Energy Efficiency Directive. Practical steps are being taken by regulators to encourage energy efficiency and better demand side management in the home. An important contribution which regulators make is their work on enabling smart grids which will increase security of supply and facilitate energy efficient systems to be implemented at a larger

scale.

CEER will continue its work on renewables with an updated report on renewable energy support schemes in Europe. In addition, CEER will publish its final advice on the implications of non-harmonised renewable support schemes. This work is important because such differences could impact on the location of generation, on markets and competition, and on networks.

3.4. Monitoring markets and implementation

Market monitoring is important to get an overview of the implementation of various legal provisions and regulatory recommendations and to define possibilities for further improvement. There will be extensive monitoring both of compliance with the existing voluntary rules such as the Guidelines of Good Practice for Third Party Access (TPA) for Storage System Operators (SSO) as regards gas capacity allocation and congestion management and of compliance with legal obligations (such as monitoring the implementation of gas transparency rules and Member State transposition and practical implementation of 3rd Package obligations related to customer information and protection as well as retail market design and monitoring).

3.5. International cooperation and dialogue

There is an increasing realisation in the EU's energy policy objectives that the EU needs to increase its influence on neighbouring regional and global energy markets, and to present a single interface in its relations with its external partners. CEER provides this solidarity role well, enabling Europe's national energy regulators to speak with one voice with fellow regulators from across the globe. In 2012, CEER will continue to fly the European flag in promoting the EU *energy acquis* and sound regulatory practices beyond the Union's borders.

We will continue to share our experiences with regulators from the Mediterranean working group for electricity and gas regulation (MEDREG) and the Energy Community of South East Europe as well as from the Eastern Partnership. CEER will also continue its structured cooperation with the Russian federal regulator, FTS. The annual EU-US regulatory roundtable remains a constructive format for a fruitful exchange of knowledge and best practices between American and European regulators. Cooperation with South-American and African regulators will also be part of CEER international activities.

More generally, in chairing and actively participating in the International Confederation of Energy Regulators (ICER), European regulators are recognised as having a leading voice on the world stage on a range of global issues including climate change. For example, CEER (in chairing ICER's climate change working group) is leading the work of energy regulators from around the globe on a number of initiatives. This work will be presented at the 5th World Forum on Energy Regulation in Quebec City on 13-16 May 2012.

4. OVERVIEW OF ONGOING AND FUTURE WORK OF EUROPEAN ENERGY REGULATORS

This section provides a summary of both CEER and ACER activities. In order to provide a comprehensive picture, we include those deliverables in our respective 2011 work programmes which will be carried over and completed in 2012 as well as the new deliverables which will be undertaken in 2012. The new 2012 CEER deliverables are explained in greater detail below.

4.1. CEER Work

Strategy focus	CEER work continuing in 2012	New CEER work starting in 2012
Market development consistent with the objective of an Internal Energy Market by 2014	Gas <ul style="list-style-type: none"> The Gas Target Model 	Customers <ul style="list-style-type: none"> CEER Benchmarking Report on Meter Data Management in a Smart Metering Environment - Case Studies CEER Strategy Paper on Building a 2020 Customer Vision of European Energy Markets
Further development of the regulatory framework	Electricity <ul style="list-style-type: none"> CEER Benchmarking Report on European Electricity TSO Efficiency (2011-13) CEER GGP on Generation Adequacy Treatment Implications of Non-Harmonised Renewable Support Schemes Gas <ul style="list-style-type: none"> Revision of the CEER Guidelines of Good Practice on Open Seasons (GGPOS) 	Electricity <ul style="list-style-type: none"> CEER Status Review on Renewable Energy Support in Europe - update of the report C10-SDE-19-04a Guidelines of Good Practice on the Implementation and Use of Voltage Quality Monitoring Systems for Regulatory Purposes Gas <ul style="list-style-type: none"> CEER Advice on Auctions and Network Development Plans as Mechanisms for the Identification and Allocation of Incremental Capacity Cross-sectoral <ul style="list-style-type: none"> CEER Status Review and Advice on Further Transparency Measures on the Publication of Fundamental and Transactional Data

Strategy focus	CEER work continuing in 2012	New CEER work starting in 2012
<p>Monitoring markets and implementation</p>	<p>Gas</p> <ul style="list-style-type: none"> • CEER Compliance Monitoring Report on the Implementation of Transparency Rules according to Art.19 Regulation 715/2009 <p>Customers</p> <ul style="list-style-type: none"> • CEER Advice on Price Comparison Tools 	<p>Gas</p> <ul style="list-style-type: none"> • CEER Status Review of the Implementation of the GGSSO for CAM and CMP for Storages • CEER Status Review on the Evaluation of Access Regimes at LNG Terminals in the EU: Efficiency Indicators and Actual Market Functioning <p>Cross-sectoral</p> <ul style="list-style-type: none"> • CEER Status Review on the Transposition of Unbundling Requirements for TSOs and DSOs • Joint Annual Report on the Results of Monitoring of the Internal Electricity and Natural Gas Market (joint ACER-CEER deliverable) <p>Customers</p> <ul style="list-style-type: none"> • CEER Status Review of Customer and Retail Market Provisions from the 3rd Package, as of 1 January 2012
<p>International cooperation and dialogue</p>	<p>Electricity</p> <ul style="list-style-type: none"> • CEER Input to ICER Report on Renewables and Distributed Generation 	<p>Cross-sectoral</p> <ul style="list-style-type: none"> • Active cooperation in ICER activities including ICER Distinguished Scholar Awards, ICER workshops and NRA education and training experiences • CEER Input to ICER Report on Smart Metering • CEER support to regulatory cooperation with neighbouring countries (Energy Community Regulatory Board, Association of Mediterranean Regulators for Electricity and Gas, Eastern Partnership Platform on Energy Security) • CEER participation in the 5th World Forum on Energy Regulation • Continuation of CEER dialogue with other regional associations of regulatory authorities

4.2. ACER Work

Strategy focus	ACER work continuing in 2012	New ACER work starting in 2012
<p>Market development consistent with the objective of an IEM by 2014</p>	<p>Electricity</p> <ul style="list-style-type: none"> • Framework Guideline on Balancing <p>Gas</p> <ul style="list-style-type: none"> • Framework Guideline on Interoperability of Gas Systems 	<p>Electricity</p> <ul style="list-style-type: none"> • Framework Guidelines on Third Party Access • Reasoned Opinion on the Network Code on Electricity Grid Connections • Reasoned Opinion on the Network Code on Capacity Calculation, Intraday and Day-Ahead • Annual report on Implementation and Management of the ITC Fund • Proposal to the Commission on the Annual Cross-Border Infrastructure Compensation Sum • Monitoring and Opinions on ENTSO-E Activities <p>Gas</p> <ul style="list-style-type: none"> • Framework Guideline on the Rules for Gas Trading • Framework Guideline on Data Exchange and Settlement Rules in Gas • Reasoned Opinion on the Network Code on Gas Capacity Allocation Mechanism • Reasoned Opinion on the Network Code on Balancing Rules • Monitoring and Opinions on ENTSG Activities <p>Cross-sectoral</p> <ul style="list-style-type: none"> • Preparatory Work on Implementation of REMIT (Regulation for Market Integrity and Transparency) Provisions • Proposals to the European Commission on cost allocation methodologies and other aspects related to energy infrastructure
<p>Monitoring markets and implementation</p>		<p>Gas</p> <ul style="list-style-type: none"> • Monitoring implementation of transparency rules (Chapter 2 Annex I of Regulation 715/2009)

Strategy focus	ACER work continuing in 2012	New ACER work starting in 2012
		<p>Cross-sectoral</p> <ul style="list-style-type: none"> • Annual Report on the Results of Monitoring of the Internal Electricity and Natural Gas Market (joint ACER-CEER deliverable) • Report with a Status Review of the Regional Initiatives • Report on the Process of Monitoring Compliance of NC with FG and providing Advice to National Regulators on the Monitoring of NCs • Opinion on Decisions of National Regulatory Authorities on TSO Certification

5. NEW CEER DOCUMENTS IN 2012

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2011	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013
1	electricity	Guidelines of Good Practice on the Implementation and Use of Voltage Quality Monitoring Systems for Regulatory Purposes	<p>Voltage quality refers to the technical properties of electricity supply when there are no interruptions. Systems for monitoring voltage quality are increasingly being developed in CEER member countries.</p> <p>The objective of the report is to share national practices of voltage quality monitoring and use such results as a basis for possible action.</p>		start	WS		end	
2	electricity	CEER Status Review on Renewable Energy Support in Europe - update of the report C10-SDE-19-04a	<p>CEER will collect comparable data across Europe, given the importance of the different RES support schemes in driving the deployment of energy from renewable energy sources. This report will update the data in the 2010 report on the same issue.</p>		start		end		
3	gas	CEER Status Review of the Implementation of the GGPSSO for CAM and CMP for Storage	<p>CEER has been working on improving the basis upon which the gas storage market functions for a number of years. In March 2005, CEER developed Guidelines of Good Practice for Third Party Access (GGP TPA) and for Storage System Operators (GGPSSO), which were updated in 2011 following a number of Status Reviews (E06-GFG-20-03, E08-GST-03-03, E10-GST-09-03). In 2012, the situation will be reviewed again.</p>					start	MF end
4	gas	CEER Status Review on the Evaluation of Access Regimes at LNG Terminals in the EU: Efficiency Indicators and Actual Market Functioning	<p>CEER will elaborate a list of criteria and indicators in order to enable an assessment of the level of capacity utilisation, spot contracting, secondary market functioning and application of CMPs at each national LNG terminal. These indicators will then help structure a case by case assessment of possible capacity hoarding and effectiveness of CMP/anti-hoarding mechanisms.</p>			start		PH end	

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2011	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013
5	gas	CEER Advice on Auctions and Network Development Plans as Mechanisms for the Identification and Allocation of Incremental Capacity	This paper will be drafted on the basis of the results from the public consultation on the Gas Target Model and the European Commission legislative proposal on Energy Infrastructure as well as results from the development of network code based on the FG CAM.	start			end		
6	cross-sectoral	CEER Status Review and Advice on Further Transparency Measures on the Publication of Fundamental and Transactional Data	To help lay the groundwork for REMIT implementation, the Status Review will analyse which information is already publicly available and recommend which information should be published. This will avoid overlaps of published information between national and European levels and will provide market participants with comparable levels of information across European energy markets.			start		PC FF	WS end
7	cross-sectoral	CEER Status Review on the Transposition of Unbundling Requirements for TSOs and DSOs	Unbundling is one of the pillars of the 3 rd Package and an indispensable prerequisite for the proper functioning of the IEM. This report aims to share information on the certification of TSOs and the implementation of new DSO unbundling rules.		start			end	FF MF
8	customers	CEER Benchmarking Report on Meter Data Management in a Smart Metering Environment - Case Studies	Demand response creates a need to communicate vast volumes of metering data to an increasing number of stakeholders. The report will be a description of case studies/projects of national points of contact for information on metering data. It includes national databases and/or hubs and any other projects related to the management and transmission of metering data.	start	WS		end		

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2011	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013
9	customers	CEER Status Review of Customer and Retail Market Provisions from the 3 rd Package, as of 1 January 2012	<p>One year after the legal deadline for transposing the 3rd Package into national legislation has expired, CEER will review the situation and present the outcome at the 5th London Forum (LF).</p> <p>This review will cover the legal transposition by Member States (MS) and practical implementation by MS, NRAs and stakeholders (with a focus on DSOs) regarding 3rd Package obligations related to customer information and protection as well as retail market design and monitoring. Particular attention will be given to alternative dispute resolution (ADR) as well as further topics identified by the 4th LF in autumn 2011.</p>	start			end	LF	
10	customers	Strategic Paper: CEER calls for a customer vision of European energy markets	<p>The 3rd Package (Directives 2009/72/EC and 2009/73/EC) makes NRAs responsible for protecting and empowering customers and promoting competitive markets in their interest.</p> <p>In addition to the work on discrete customer-specific issues, CEER is trying to embed customer issues in its other areas of work. In 2012, CEER will begin a process to build a 2020 customer vision of Europe's energy markets in dialogue with stakeholders.</p> <p>This paper will describe a vision and how to implement it in referencing CEER related publications.</p>		start	WS/ Confe rence end		LF	
11	customers	A customer-friendly CEER website	<p>A specific customer section will be developed to facilitate the use of CEER website by customer organisations and retail market actors.</p>		start		end	LF	

** The timelines displayed here show the forecast plan for 2012 at the time of publication of this document. For updated indications, please refer to the monthly CEER electronic newsletter.

- PC – public consultation
- WS – workshop
- PH – public hearing
- FF – Florence Forum
- MF – Madrid Forum
- LF – London Forum

ANNEX I: LIST OF ABBREVIATIONS

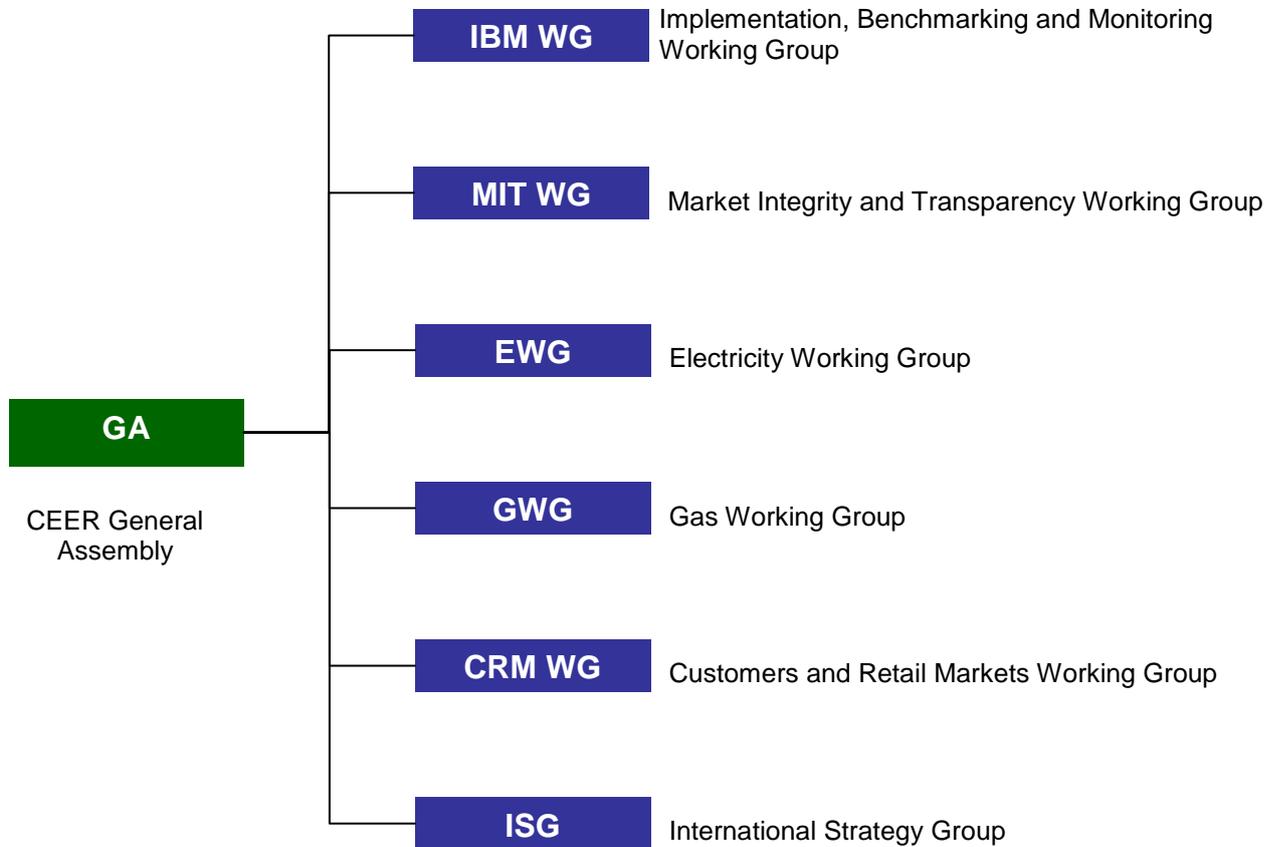
Term	Definition
ACER	Agency for the Cooperation of Energy Regulators
CAM	Capacity allocation mechanism
CEER	Council of European Energy Regulators
CMP	Congestion management procedure
DSO	Distribution system operator
ENTSO-E	European Network of Transmission System Operators for Electricity
ENTSO-G	European Network of Transmission System Operators for Gas
ERGEG	European Regulatory Group for Electricity and Gas
EU	European Union
FF	Florence Forum
FG	Framework Guidelines
FTS	Russian Federal Tariff Service
ICER	International Confederation of Energy Regulators
IEM	Internal Energy Market
GGP	Guidelines of Good Practice
GGPOS	Guidelines of Good Practice on Open Season Procedures
GGPSSO	Guidelines of Good Practice for Third Party Access for Storage System Operators
LF	London (Citizens' Energy) Forum
LNG	Liquefied Natural Gas
MEDREG	Association of the Mediterranean Regulators for Electricity and Gas
MF	Madrid Forum
MS	Member State
NC	Network Code
NRA	National Regulatory Authority
PC	Public Consultation
PH	Public Hearing
REMIT	Regulation on Wholesale Energy Market Integrity and Transparency
RES	Renewable energy sources
SSO	Storage system operator
TPA	Third Party Access
TSO	Transmission system operator
WS	Workshop

ANNEX II: CEER DOCUMENT TYPES

CEER produces a variety of public documents, each intended for a specific purpose. These documents are:

- Guidelines of Good Practice are an agreed set of non-binding principles or recommendations that parties should follow on a particular topic. They relate to the implementation of a specific piece of law and are addressed to NRAs, TSOs or others.
- A Benchmarking Report provides and compares information pertaining to two or more parties in an attempt to develop a common “benchmark” or standard, against which something can be measured.
- A Status Review presents the state of play of a particular issue among Member States, without including a best-practice review.
- Advice sets out the European energy regulators’ views on a particular topic. It may be solicited or unsolicited.
- A Compliance Monitoring Report assesses the extent to which certain bodies conform or comply with particular legislation, standards or guidelines.

ANNEX III: ORGANISATION OF CEER WORKING GROUPS



The work of the European energy regulators is structured according to a number of working groups that are composed of staff members of national regulatory authorities. These working groups deal with different topics in line with their members' fields of expertise.

The Implementation, Benchmarking and Monitoring Working Group (IBM WG) is responsible for monitoring the implementation and transposition of the 3rd Package.

The Market Integrity and Transparency Working Group (MIT WG) addresses the issues of transparency and supervision of energy trading as well as the interrelation of wholesale energy market legislation with relevant financial market legislation.

The Electricity Working Group (EWG) addresses issues related to European electricity grids and the EU electricity market.

The Gas Working Group (GWG) addresses a variety of regulatory matters in relation to European gas markets.

The Customers and Retail Markets Working Group (CRM WG) will continue its work on customer empowerment and retail market functioning to facilitate the development of competition in the energy consumers' interests.

The International Strategy Group (ISG) is responsible for establishing and maintaining relations with regulators and other organisations in neighbouring and global energy markets and will continue to share European experiences with regulators from the Mediterranean working group for electricity and gas regulation (MEDREG) and the Energy Community of South East Europe as well as the Eastern Partnership and Russia. It will also support CEER's international activities in ICER.